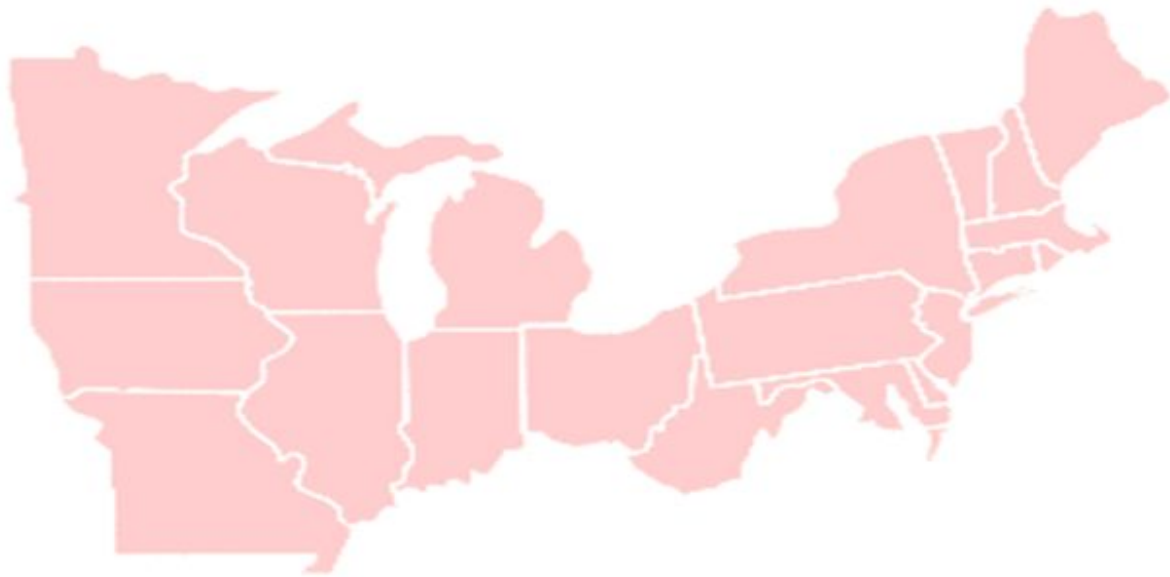


IARR



Interagency Resource Representative



Eastern Area Guide 2019



Table of Contents

A. The Need for an IARR	3
B. Prerequisite Experience	3
C. The IARR Network	4
D. Eastern Area IARR Duties and Responsibilities	5
E. Equipment, Kit and Advance Planning	6
F. Timekeeping	8
G. IARR Roles in an All Hazard Environment	8
H. IARR Mobilization	9
1. Ordering Process	9
2. Mobilization/Transportation	9
3. EACC Briefing for IARR's	10
4. Communicating with the Eastern Area Coordination Center	10
5. EACC Reporting Timeframes	11
I. Working with Incident Management Teams	11
J. Working with Incident Support	13
K. Working with Host Unit	14
L. Working with the Home Unit	14
M. Working with Law Enforcement	14
N. Accidents and Fatalities	15
1. Contacts	16
2. Hospital Visits	16
3. Family Support	16
4. Burn Protocol	16
O. Non-Standard Demobilization	17
P. Follow Up and Close Out	18
Q. Other Helpful Information	18
R. IARR Demobilization	18
1. Travel Information	18
2. Transition with Replacement IARR	18
3. Close-Out Report	18
4. IARR Evaluation	19
S. The IARR "Toolbox"	19
Geographic Area Coordination Centers Phone Directory	21
Appendix	23
EASTERN AREA IARR DAILY CREW REPORT FORM	24
EASTERN AREA IARR CREW ASSIGNMENT TRACKING SHEET	26
EASTERN AREA IARR CHECKLIST FOR INJURIES	27
EASTERN AREA EMERGENCY RELEASE MESSAGE FORM	28
SUMMARY OF COMP FOR INJURY PROCESSING	29
IARR Performance Evaluation Form by CRWB	33
IARR Trainee Performance Evaluation Form	34

Interagency Resource Representative (IARR)

The Interagency Resource Representative (IARR) position utilizes a variety of skills and abilities providing liaison services for Eastern Area personnel assigned to incidents both in and out of the geographic area. The IARR acts as a liaison for Eastern Area (EA) resources and is responsible to the Eastern Area Coordination Center (EACC) and the member agencies. The IARR coordinates through Incident Management Teams (IMT), Geographic Area Coordination Centers (GACC), host Agency Administrators, Fire Management Organizations, Multi-Agency Coordinating Groups (MAC), Federal Emergency Management Agency (FEMA) and others to ensure the well-being of all assigned Eastern Area Resources. (See [Eastern Area Interagency Mobilization Guide](#))(EMG), Chapters 20 and 90).

Safety is the highest priority and is the first consideration in any assignment. Length of assignment, work/rest, days off and Incident Operations Driving policies will be adhered to by all IARR's and EACC resources.

A. The Need for an IARR

The Interagency Resource Representative (IARR) may be assigned to an incident, a complex, or may also be requested by another geographic area to serve as a representative for crews, overhead, and equipment assigned to an area. The IARRs represent the Eastern Area Coordination Center and the Eastern Area Coordinating Group (EACG) regarding the health and welfare of area resources assigned to incidents.

The IARR has the responsibility to communicate by daily reports to the EACC Intelligence Coordinator. When on assignment, the IARR works for the EACC Center Manager or Acting. Normally, an IARR will be mobilized for every three (3) or more crews committed. The IARR position will be ordered on a ROSS overhead order initiated by the EACC.

The EACG is representative of all State and Federal agencies within the Eastern Area, which minimizes the need for individual agencies to send individual IARRs. As an IARR you are in leadership role. You are representing the Geographic Area and will conduct yourself in a professional manner. An IARR should be able to handle most issues and resolve them with the crew and the incident without having to impact the dispatch/coordination system.

B. Prerequisite Experience

See [NIMS Wildland Fire Qualification System Guide PMS# 310-1](#)

IARR's should possess strong knowledge and skills in:

- National and Geographic Area standards and policies on firefighter safety
- Interagency Incident Business Management

- Agency qualification standards
- Accident investigation and reporting
- Government travel
- Medical care procedures
- Mobilization and demobilization
- Crew timekeeping
- Personnel management

IARR's should have in-depth knowledge of Eastern Area interagency/agency policies and procedures, fire operations, agreements, the Incident Command System (ICS) and the dispatch/coordination system. (See [EMG](#), Chapters 20 and 90)

Utilization of trainees is encouraged. Trainees work for the IARR and should be considered for certification after being evaluated by a qualified IARR and the EACC Center Manager, or the Eastern Area Coordinating Group. An IARR should not be considered for certification without having had satisfactory performance ratings on multiple training assignments.

In addition, the IARR needs to be self-sufficient, self-reliant and self-policing. This position works independently and must exhibit strong communication skills and leadership abilities.

C. The IARR Network

D. Eastern Area IARR Duties and Responsibilities

(See [EA Mob Guide, Chapter 20](#))

1. Secures and maintains current manifests, resource orders, and other pertinent information for resources committed to their assigned incidents from the Eastern Area.
2. Establishes contact with the incident management team (IMT), Mobilization Center Managers and the EACC Intelligence Coordinator and Center Manager as soon as possible to provide information and assistance during resource check in and initial assignment.
3. Upon arrival at the incident, checks in with the host Geographic Area Coordination Center (GACC), Expanded Dispatch Coordinator/Supervisory Dispatcher and the Crew Desk.
4. Establishes a working location and advises IMT, Mobilization Center Managers and EACC regarding assigned resources.
5. Whenever feasible, maintains daily contact with a representative of each appropriate resource.
6. Provides assistance to Eastern Area resources regarding timekeeping, travel, injuries, accidents, personnel problems or emergencies and other administrative needs.

7. Maintains daily contact with EACC Intelligence Coordinator to exchange information as to the status of resources. Reports are expected at least once daily, depending on the level of activity.
8. As requested by the IMTs and EACC, assists in resolving disciplinary matters. It is important to document all information pertinent to the situation and notify the EACC Center Manager or Acting as soon as possible.
9. Provide input as to the utilization of assigned resources.
10. Assists the IMT in providing for the well-being and safety of assigned resources.
11. Assists IMT in determining the need for any special reports or documents and the preparation of these documents.
12. Assists the IMT in investigating accidents involving EA assigned personnel.
13. Ensures contact with assigned personnel, who have been hospitalized or otherwise separated from their assignment or unit.
14. Assists IMT in assuring that all required forms, reports, and documentation are complete prior to assigned resource departing the incident.
15. Provides assistance to the IMT and expanded dispatch as needed for demobilization.
16. Provides EACC with the required paperwork, evaluations and IARR closeout report.
17. Helps to negotiate extensions or emergency demobilizations for resources.
18. Relies on other IARRs for advice, help and support to work together as a team.
19. Ensure Crew Boss(s) complete IARR Evaluation Form

Incidents and Issues the IARR may be involved with:

- | | |
|-------------------------|---|
| ○ Hospitalizations | ○ Interagency Fire Business Management Issues |
| ○ Fatality/Injury | ○ Performance Issues |
| ○ Arrests | ○ Safety Issues |
| ○ Drugs/Alcohol | ○ Pay issues |
| ○ Abandonment | ○ Cultural Conflicts |
| ○ Fights/Stabbings/Rape | ○ Death of Family Member |
| ○ Robbery | ○ Heat illnesses/Dehydration |
| ○ Assault Threats | ○ Physical Fitness |
| ○ Sexual Harassment | ○ Questionable Requests for Demobilization |

E. Equipment, Kit and Advance Planning

- **Agency Issued Laptop or Tablet - (required)** IARRs can usually access wifi at fire camp, Agency offices and/or hotels. Use of a cellular “hotspot” can sometimes be helpful in remote areas to access wifi. Those without a regularly assigned computer can request EACC to add one to their resource order and have it shipped to a mutually agreeable location for pick-up.
- **Verizon Jetpack or similar cellular “hotspot - (recommended)** to enable wifi access in remote areas or in places without direct internet access.
- **Agency Issued Purchase Card – Some IARRs may have an Agency purchase card.** IARR’s may have the need to procure meals, lodging and other miscellaneous support due to extenuating circumstances (crew members being left behind due to performance issues, breakdowns in the system when meals/lodging were supposed to be arranged and were not, etc.). IARR should work with local expanded buying team to procure needed items. Otherwise, if using Agency purchase card, obtain S numbers prior to purchase.
- **Agency Issued Travel credit card and/or Personal Credit Card (required) –** IARRs must be self-sufficient. They should be able to take care of their own needs regarding meals, lodging, and a rental car.
- **Agency Uniform (recommended)** – IARR’s should wear an agency uniform, when possible. This is important for identification as well as gaining access to fire camps, staging areas, etc. An Eastern Area IARR name tag is recommended. USFS retirees hired as an AD who were authorized to wear the uniform on active duty may wear their uniform as an IARR. See: [FSH 6509.11k Chapter 48 Uniform Program](#)
- **Business Cards (recommended)** – The Eastern Area has a print layout and logo with directions to make preprinted IARR business cards which may be filled in as needed with current IARR’s name and contact information. Refer to [EACC link](#) for template (format is in Microsoft Publisher).
- **Name Tags (recommended)** – bring agency name tag or make one
- **Atlas/Maps (recommended)** – It is also important to carry an atlas and obtain state road maps for areas the IARR is working in or traveling to.
- **Vehicle GPS (recommended)** – very useful while driving in unfamiliar areas on unfamiliar roads; only Agency owned units authorized on the resource order will be covered for reimbursement; personal or rented are not authorized for damage coverage. A suction cup mount for your cell phone/GPS is helpful.
- **Current Red Card (required)**
- **Reference Materials (required)**
 - Interagency Standards for Fire and Fire Aviation Operations ([Redbook](#))
 - [National Interagency Mobilization Guide](#)

- [Eastern Area Interagency Mobilization Guide](#)
 - Local Area Interagency Mobilization guides
 - [Incident Response Pocket Guide](#)
 - [Interagency Incident Business Management Handbook](#)
 - IARR forms (IARR Daily Crew Report, Emergency Release Message Form, IARR Checklist for Injuries)
 - Extra copies of NWCG Incident Behavior form
 - [Volunteers and Casuals](#)
 - Current [FS](#) and [DOI](#) AD Pay Plans
 - Host Geographic Area Situation Report
 - Safety Alerts
 - [Fuels/Fire Behavior Advisories](#)
 - [Current National Incident Management Situation Report](#)
 - [Eastern Area Interagency Resource Representative Guide](#)
- **Trac phone/satellite phone or agency cell phone (required)** – The trac/satellite phones are to be turned in to the incident (if signed out) or to your home dispatch center at the end of your assignment.
 - **Phone lists (recommended)** with cell phone numbers of as many crew leaders on assignment as possible. After hours contact numbers and fax numbers.
 - **Incident Human Resources contact information and phone lists for home units (recommended)**
 - **Miscellaneous Forms (required)** – Unit Log ([ICS-214](#)), General Message Forms ([ICS-213](#)), Emergency Firefighter Time Sheets ([OF-288](#)),
 - **General Office Supplies (recommended)** – Stapler, tablet, pens, pencils, log book, etc.
 - **Resource Ordering and Status System (ROSS) access (suggested)**
It is helpful to have access to ROSS so that the IARR can view resources in ROSS, while on assignment. EACC may also make a request to the Geographic Area you are traveling to and request you be given Read Only permissions to their ROSS in order to view their orders.
- The IARR would need to request a ROSS account, obtain a user name and password and learn the how to use ROSS before GACCs can grant access. Ask your home dispatch center for hands on ROSS training prior to the start of the season. ROSS information is available at the [ROSS website](#)
- **Magnetic Rental Vehicle IARR sign (recommended)** - EACC logo and/or white shoe polish for vehicle identification to write on car window.
 - **E-mail copy of IARR and Crew ROSS orders (recommended)** – EACC will email electronic copies of all ROSS orders prior to mobilization.

F. Timekeeping

IARR's are responsible for keeping their personal time. For agency personnel, OF-288 Firefighter Time Reports should be signed by EACC Center Manager or Acting once a week. Final should be submitted to EACC prior to the end of a pay period. For AD personnel, OF-288 Firefighter Time Reports should be signed by EACC Center Manager or Acting prior to demob. The Center Manager or Acting will sign and fax back to IARR or forward copy to the home unit's timekeeper.

Time Recording – Emergency Firefighter Time Report (OF-288)

- Shifts of 12 to 14 hours a day are often the norm. Shifts that extend over 14 hours are permissible for extenuating circumstances. Contact EACC Center Manager or Acting for approval.
- Adhere to Work/Rest Guidelines, 2:1
- Special authorization by Center Manager or Acting is required to work longer than a 16 hour shift. This is the exception and mitigation measures need to be taken to reduce fatigue when this happens.
- Adhere to Incident Driving Guidelines located in the Interagency Incident Business Management Handbook ([Chapter 10](#)) Limit driving at night only for emergencies.
- Must show breaks (30 minutes) when in Travel Status (mob and demob) and each day worked (6 hour increments while on assignment).

G. IARR Roles in an All Hazard Environment

All Hazard and other types of assignments outside of wildland fire may include:

- Hurricanes/Floods (Katrina, Red River)
- National disasters (9/11, Columbia Space Shuttle Recovery)
- Planned Events (Super Bowl, Olympics)
- Foreign Assignments (Canada Wildfire Support)
- Epidemic Disease (New Castle Avian Flu)
- Earthquakes (San Andreas Fault support)

It is important to obtain an adequate briefing and awareness of the situation. Important information to know includes protocols for standing down or turning down an assignment. This may be based on lack of adequate training or preparation, crew or resource comfort level with the situation or other factors. The IARR should become familiar with available support networks.

Understanding crew dynamics in this environment is essential. Other unique considerations include:

- | | |
|--------------------------------------|------------------------|
| ○ Support to Personnel | ○ Discipline |
| ○ Communications | ○ High Risk Awareness |
| ○ Liaison/Ambassador/Counselor, etc. | ○ Health Concerns |
| ○ Health & Safety | ○ Human Emotions |
| ○ Training & Education | ○ Mental Preparedness |
| ○ Cultural Sensitivity | ○ Primitive Conditions |

H. IARR Mobilization

1. Ordering Process

EACC will order an IARR in ROSS through the normal dispatch channels. Individuals that are available for IARR assignments need to ensure they are listed in ROSS as "Available GACC" in ROSS. IARRs will provide their availability status through their local dispatch office. EACC will generate the IARR order, utilizing the current year's EACC Support incident. IARRs must have a copy of their Resource order while on assignment. Upon receipt of their order, IARRs should contact the EACC Intelligence Coordinator/Center Manager or Acting for a briefing prior to mobilization. Whenever possible, EACC will assign a trainee or another qualified IARR to work with a fully qualified IARR.

It is important that authorization for an agency cell phone, agency laptop, and rental vehicle 4x4 SUV be included in "Special Needs" on the resource order. For AD IARRs, EACC will provide laptops for your assignment, contact Center Manager.

2. Mobilization/Transportation

Travel arrangements will be made by the IARR's local dispatch center for both mobilization and demobilization. The home dispatch center will enter the IARR's travel itinerary (flight schedule, AOV, RON information, ETD/ETA) into ROSS and provide a copy to the Intelligence Coordinator prior to mobbing.

When possible, obtaining an Agency Owned Vehicle (AOV) is recommended, while on assignment as an IARR. If the IARR is mobilized via commercial or contract aircraft, it is important to determine the availability of a rental vehicle prior to arrival at the airport destination.

During periods of multiple fire activity, rental vehicle availability can be an issue, especially in smaller communities. This may require the IARR to fly into the next closest airport in order to rent a vehicle. (EACC will note alternative jetport information on the resource order). The larger airports generally have a variety of suitable rental vehicles located at or near the airport, which are likely to have extended hours (24/7) to accommodate pick-ups and returns. If you do not have a Government-issued credit card, ensure that the car rental is reserved through the government travel agency by your dispatch office.

Safety is the highest priority and is the first consideration in any assignment. Length of assignment, work/rest, days off and Incident Operations Driving policies will be adhered to by all IARRs and EACC resources.

3. EACC Briefing for IARR's

Before departing for your assignment, EACC will provide you with information regarding the names and locations of EACC resources. This is usually done by providing copies of resource orders and crew manifests.

4. Communicating with the Eastern Area Coordination Center

- Review IARR expectations document
- Establish check-in schedule and procedures
- Fax in daily report forms by noon daily. Follow up with a call.
- Use forms provided and use them as a guide when calling in.
- Ensure all information is accurate and timely.
- Have a back-up notification number in case you are out of cell phone coverage and there is an emergency (i.e. Plans, hotel, camp).
- Report on crew and other resource assignments, condition, attitude, location and weather. (See forms in Appendix)
- Report accidents, fatalities, medical treatment, disciplinary actions, or other pertinent information. (Use the proper forms)
- Establish protocol for communicating with EACC on issues.
- EACC will communicate hours of operation with IARR.
- Establish emergency notification procedures with EACC Intel.
- After hours contact is the duty officer listed on the main EACC phone line.

EACC expects the IARRs to report once or twice a day but may require more frequent calls depending upon the situation; such as upon arrival of the IARR at the incident(s), during demob of crews/resources or when medical emergency/disciplinary situations arise. The Intelligence Coordinator, Center Manager or Acting will be the point of contact. The Intelligence desk will keep a log of all calls and copies of reports / items faxed from the IARRs. Incident location and cell phone coverage may be a factor in how often an IARR is able to check in. The point is to communicate any pertinent communication difficulties with the Intelligence Coordinator or Center Manager or Acting.

5. EACC Reporting Timeframes

- a. Daily reports by 1200 local time via email to EACC Intel Coordinator (wieacc@firenet.gov)
- b. Emergency Reports as they occur. Call ASAP!
- c. EACC fax machine number: **414-944-3838**

See [Appendix](#) for Eastern Area IARR forms.

I. Working with Incident Management Teams

After arriving at the incident, obtain a copy of the Incident Action Plan (IAP), including maps. The IAP lists the Incident Management Team, its structure and the names of the team members. The IAP will list the crews assigned, their location and shift hours. The IAP does not list individual single resources from the Eastern Area, but engines may be listed. The IAP will also list the incident objectives, operational assignments, contact information, safety plan, communications plan, medical plan, phone numbers and more.

IARRs will need to establish contact with Incident Management Team(s). The first impression is a lasting impression. Be professional and patient with people. Generally, it's best to contact the Planning Section upon arrival to incidents, however there will be interaction with other Command and General Staff members as well (Liaison Officer and Operations Section Chief). Keep the IMT informed of any issues and provide an out-briefing, if necessary.

A formal check-in process is not required for IARRs since the IARR is not requested by the IMT and not officially assigned to the incident fire organization. IARRs are assigned to the Eastern Area Coordination Center and act as a liaison for Eastern Area resources. Due to the sometimes scattered locations of assigned resources, it is highly likely that an IARR may provide the liaison role to several incidents and work with several IMTs on one assignment.

IARRs should inform Check-In of your incident contact information and the names of assigned crews and resources you are responsible for. It is normal for the Check-In function to arrange demobilization for your resources. IARRs will need to develop a working relationship with Check-In and Demob.

- **Planning Section.** Leave contact information, verify resources on incident, review assignment dates, demobilization protocol, briefing schedule and Incident Action Plan (IAP). Ensure you are included on the Incident Organization Chart. IARRs should have their name and phone number added to the IAP in any of the following locations: Planning section, Liaison Officer, Operations or Check-In.
- **Medical Unit.** Review the medical plan, transport arrangements and identify medical facilities at base camp and local communities. IARRs need to maintain contact with Eastern Area resources to ensure that the medical needs are being met. The Medical Unit will communicate medical concerns at the pre-shift briefings usually in the morning. It is important for IARRs to attend these briefings as well as others given by the IMT. The IAP will list medical concerns and suggested preventative measures. The IAP will also list local medical facilities and regional burn centers.
- **Finance Section.** It is important to resolve any time issues for Eastern Area resources. The Finance Section is involved in listing the demob dates in the IAP. Verify travel information and assignment dates. Review crew manifest. Finance Section issues are usually posted on a sign board near the Finance Section.
- **Operations/Safety.** Discuss safety issues, performance, resource assignments, etc. The IAP contains the daily information for the crew assignments along with the Division Supervisors and all resources working together in a division. Safety considerations are also listed in the IAP and discussed at the shift briefing. Concerns can be addressed by the incident safety officers who are listed in the IAP.
- **Logistics Section.** Assess sleeping areas, food arrangements and overall camp conditions. Maps of the camp are usually available at the logistics section, as well as other incident locations such as the medical tent, bedding areas and food and shower facilities.

- **Incident Commander.** Establish contact information, schedule, work location. IARRs need to introduce themselves to the Incident Commander and Deputy and maintain contact as appropriate throughout the detail. It is highly likely that the IARR will transition through at least one incident team change-over. During this transition, there is a need to be vigilant as problems can often arise during this transition phase.
- **Human Resources.** Discuss issues and concerns. The Human Resources Specialist can be helpful in dealing with issues with Eastern Area resources.
- **Incident Training Specialist.** Discuss trainee assignment opportunities for assigned resources.

Assist the IMT in meeting the needs of all Eastern Area resources that are assigned. Attend briefings and strategy sessions and become familiar with what the incident objectives are. Keep track of resources and know what their assignments are. Follow the IAP and track any duty changes and spike camp location changes.

Maintain regular contact with Crew Representatives, Crew/Engine Bosses, Strike Team/Task Force Leaders, other IARRs, and single resources to ensure that work is being performed safely, effectively and that they are fully informed on conditions affecting the crews.

Provide assistance to appropriate personnel on time keeping, travel, accidents, injuries, personnel problems or emergencies, and other administrative needs.

Maintain flexibility. You may be assigned to multiple incidents when necessary, with lengthy travel between incidents. Consider your own safety. In situations like this, it is imperative that the IARR check in with each incident on a regular basis to stay current on pertinent activities. It is important for IARRs to locate where they have phone service to receive calls from EACC, the IMT and Eastern Area resources.

In cases of death or serious injury, the IARR will coordinate with Agency Representatives to assure that all necessary actions, reports, contacts, etc. are completed. Forests, Regions, Areas and agencies have specific plans to deal with these situations. The local agencies need to be the lead and the IARR needs to follow that lead and keep EACC informed and involved.

The Crew Boss is responsible for dealing with crew member performance issues. The IARR may assist the Crew Boss with the crew member's performance issues and relay the information to EACC. Performance problems will not be tolerated and will be dealt with immediately. The IARR can help the Crew Boss investigate and assist the IMT with disciplinary and unsatisfactory performance cases. Unsatisfactory performance will be discussed with the person(s) involved. The Crew Boss and EACC are the direct contacts to the home unit to relay the situation. IARR, Crew Boss and EACC are responsible for proper documentation.

If a crew is not able to perform to standard, the Incident Commander is responsible for dealing with the situation. The IARR will assist the Crew Boss and/or Incident Commander in dealing with the issue. The IARR is responsible for keeping EACC

informed and involved. Neither the IARR or EACC have the authority or responsibility to deal with disciplinary issues, but both may assist all the parties involved. When addressing performance problems, EACC will work closely with the home unit. It is important for the IARR to gather information and provide documentation to the EACC Center Manager. In many cases the crew involved may be sent home.

The IARR will assist the IMT or responsible units/agencies, as needed, in the scheduling of Rest and Recuperation for personnel. The IARR needs to be informed on safety considerations and adhere to these requirements.

IARRs will maintain a Unit Log ([ICS-214](#)). Make copies available to the team or EACC upon their request. At the end of your assignment, send a compilation of these logs with your close-out report and any special documentation to the EACC Center Manager.

IARRs will assist the IMT(s) with accident investigations involving Eastern Area resources for which they are responsible. Provide for follow-up contacts at medical facilities. Make daily hospital visits if practical. Ensure documentation is complete and accurate. Assistance from the IMT may include the Human Resource Specialist (HRSP).

Assist the IMT(s) with all required forms, reports, and documentation prior to the demobilization of assigned resources from the incident. Keep EACC informed of all departing resources. Fill out the necessary forms for emergency demobilizations.

J. Working with Incident Support

Make contact with the host Geographic Area Coordination Center (GACC). A courtesy call to the incident GACC is important to make them aware of your assignment so they can prepare a short briefing or arrange for any office space you may need prior to your arrival. Provide them with your assignment and contact information.

Establish contact with the local Expanded Dispatch office. Verify crew manifests and resources assigned to the incident(s) with the Coordinator / Supervisory Dispatcher and the Crew Desk. Verify travel and assignment dates of resources.

Locate Buying Team(s), their phone numbers and operating hours. Provide your contact information, schedule and work location.

Do not overlook Eastern Area personnel that are assigned to Expanded Dispatch, Air Tanker Bases, Helibases and other support functional areas.

K. Working with Host Unit

Establish contact with local leadership and ensure that they know you may be able to support them.

It is important for you to close out with them prior to your departure.

L. Working with the Home Unit

The IARR is expected to communicate with EACC, in coordination with the IMT(s), about the wellbeing and performance of all resources.

Provide the home unit with paperwork and evaluations relating to the resources for which you are responsible.

M. Working with Law Enforcement

Search and Seizure

It is important to coordinate with Law Enforcement and understand the difference between each level of Security Specialist (SEC1, SEC2, SECG and SECM). Each has different authorities. Both Fourth Amendment Rights (Probable Cause) and obtaining a warrant must be considered when conducting searches. This includes fire packs, tents, government provided quarters, etc. Almost all of this will be handled by, or in conjunction with, the local law enforcement agency that has jurisdiction in criminal cases.

Limitations and Security Activities at Camps

- Performance problems involving fire camp personnel should not be the responsibility of security team members beyond their authority. If a law has not been broken, the act is considered a personnel issue and not a Law Enforcement issue.
- Examples of Situations Beyond the Scope of Camp Security Personnel
 - Removing camp personnel without their consent from commercial establishments (i.e. bars).
 - Restricting camp personnel to the camp during off-duty hours (closed camp).
 - Searching vehicles in the camp without consent or probable cause.
 - Detaining camp personnel in an area where they are not under arrest.
 - Seizing alcoholic beverages or enforcing alcoholic beverage restrictions not authorized by valid closure order or by law.
 - Searching fire packs or other personal property without (a) consent or (b) probable cause and a warrant.
- Personnel Issues vs. Law Enforcement: Regulations regarding closed camps, forbidding alcohol in camp, etc. are permitted. However, if individuals do not comply with established policies, it is a personnel issue and not a law enforcement issue.

N. Accidents and Fatalities

In the event of a serious accident or fatality, the IARR is a valuable asset for the host unit as well as the home unit. The IARR is the facilitator between the local jurisdiction and the home unit. It is important to understand your authorities and not overstep

boundaries. Follow appropriate protocols and do not communicate outside of established channels.

The Interagency Standard for Fire and Aviation Operations, ([Redbook](#)) (NFES 2784) Item 07-25, refers to the [Agency Administrator's Guide to Critical Incident Management](#) (PMS 926, NFES 1356) as a checklist to be reviewed in detail before a critical incident occurs, during management of the incident and after the incident has taken place. EACC will provide IARRs with guidance on this kind of situation. Incident Human Resource Specialists are trained to provide Critical Incident Stress Management support and may be helpful to support this effort.

In the event of a serious injury or death in the family at the home unit of an Eastern Area resource, notification needs to be given to the individual(s) involved at the incident. It is not unusual for this notification to come from the home unit, then to EACC, then to the IARR. Many individuals and crew member carry a cellular phone. These phones may work in the incident area and the individual(s) may already be notified. In other cases, the IARR will need to make contact and provide communication back home. The IARR needs to be supportive to the individual and the family. If demobilization and transport is necessary, the IARR will help facilitate this with the IMT and EACC.

In the event of a serious injury or fatality at the incident, the IARRs will need to defer to the policies and procedures of the host agency. Most agencies, including forest, region, and state agencies, have local emergency plans to deal with this situation and have a notification procedure (calling tree). The [Redbook](#), Chapter 07, provides direction concerning Accident/Injury Reporting and Critical Incident Management. It is important to keep EACC informed on the situation. Documentation is critical when handling this type of situation. EACC will provide information and direction to the IARR and the home agency.

1. Contacts

Make contact with the Incident Commander, Deputy Incident Commander, Agency Administrator or Fire Management Officer depending on nature of assignment. It is important to make contact with the host GACC Coordinator on Duty. Establish agreed upon notification procedures. Arrange for additional assistance if needed.

2. Hospital Visits

When a medevac or transport to a medical facility is required, it is also important to have an IARR at the location of the hospital to meet the patient when they arrive or at least be present and available.

It is important to remain in daily contact with personnel who have been hospitalized or otherwise separated from their crew/counterparts. The IARR should make daily visits when possible or make a phone call. It may be necessary to arrange for an agency liaison to be present at the hospital as a contact for family and other agency personnel.

3. Family Support

It is important for families to be kept informed. In many cases, family members will travel to the hospital to be with their loved one. Agency policies vary but in some cases an agency may cover transportation costs (commercial airline tickets, chartered flight, etc.) for immediate family members.

The Red Cross, local fire departments and the Wildland Firefighter Foundation may also be able to provide financial support and arrange for lodging and transportation between the hotel and hospital. More information can be found through local agency policies.

The Wildland Firefighter Foundation's (WFF) main focus is to help families of firefighters killed in the line of duty and to assist injured firefighters and their families. The WFF contact information is: 2049 Airport Way, Boise, Idaho 83705, phone number: 208-336-2996, fax: 208-336-2995, <http://www.wffoundation.org>.

Depending on the situation, an agency employee may be assigned as a family liaison to share information and coordinate between the agency(s) involved and the family. This usually occurs due to a death or serious injury requiring a hospital stay of a few days or more.

4. Burn Protocol

The IAP has medical facilities information including regional burn centers. A list of burn care facilities can be found at http://www.ameriburn.org/verification_verifiedcenters.php 9. For more information, refer to the Interagency Standards for Fire and Aviation Operations ([Redbook](#)) Chapter 07.

The decision to refer a firefighter not meeting the following criteria to a regional burn center is made directly by the attending physician or may be requested of the physician by the Agency Administrator or designee having jurisdiction and/or firefighter representative after discussing medical follow-up beyond the ER. A possible solution is a referral to a burn center out-patient clinic for follow-up care after the ER visit.

American Burn Association (ABA) Burn Injury Criteria

- Partial thickness burns (second degree) involving greater than 10% Total Body Surface Area (TBSA).
- Burns (second degree) involving the face, hands, foot, genitalia, perineum, or major joints.
- Third-degree burns of any size are present.
- Electrical burns, including lightning injury, or chemical burns are present.
- Inhalation injury is suspected.
- Burn injury in someone with preexisting medical disorders that could complicate management, prolong recovery or affect mortality (e.g., diabetes).
- Any patient with burns and concomitant trauma (such as fractures) in which the burn injury poses the greatest risk of morbidity or mortality. In such cases, if the trauma poses the greater immediate risk, the patient may be initially stabilized

in a trauma center before being transferred to a burn unit. Physician judgment will be necessary in such situations and should be in concert with the regional medical control plan and triage protocols.

O. Non-Standard Demobilization

Non-standard demobilization of emergency personnel will periodically be needed. These types of demobilizations include agency requested (by management), emergency medical, disciplinary, performance and personal. Please reference the [Eastern Area Mobilization Guide \(EMG\)](#), Chapter 20 for more information.

IARRs are expected to use their best judgment to work with the incident to determine what type of release is needed, the most efficient and fiscally responsible mode of transportation, and who will pay for the travel home (the incident or the individual).

The IARR will coordinate the demobilization with the incident (Planning Section Chief, Human Resource Representative, Incident Commander, and Operations Section Chief). The IARR will also coordinate travel arrangements between the individual and their incident supervisor, Expanded Dispatch office, host GACC, and the EACC Intelligence Coordinator. The EACC Intelligence Coordinator will keep the EACC Center Manager, or Acting, informed of all plans. EACC will coordinate between the IARR and the home dispatch center.

The IARR will contact the EACC Intel Coordinator to discuss all non-standard demobilizations. The IARR will fill out the [Eastern Area Emergency Release Message form](#) and fax it to EACC Intel at 414-944-3839.

Example emergency situations: death/injury/illness in the family, major property damage (tornado, flood, fire), etc.

Not an emergency: a prior obligation (wedding, family vacation, scheduled appointments or meetings, etc.). If a resource needs to be demobilized for personal reasons, the resource will pay for the travel home, not the incident.

P. Follow Up and Close Out

Follow up and close-out with IMT's, host units, etc. is important. Issues cannot be addressed or resolved if the IMT's or host units are not aware of them. Each incident provides valuable lessons learned that need to be shared. If you are being replaced by another IARR, a transition briefing is very important. EACC will help facilitate this.

Q. Other Helpful Information

The IARR deals with some common situations that need to be resolved. A common situation is lost or stolen identification.

Lost / Stolen Identification

Personnel may be required to fly on commercial airlines when demobilizing and do not have proper identification. If an individual does not have a state issued or federally

issued form of identification, most airlines/TSA will accept two forms of ID such as a birth certificate, social security card, etc. and conduct a second screening at airport security. If this type of identification is not available, the airlines may accept a copy of the travel itinerary and boarding pass. A second screening will also be required. It is recommended that a uniformed agency representative accompany these individuals to the airport.

R. IARR Demobilization

1. Travel Information

Inform the incident, EACC and your home unit of your demobilization plans. Your home dispatch center will make your travel home and enter your demobilization travel in ROSS. Notify EACC of your travel plans and arrival back at the home unit.

2. Transition with Replacement IARR

When possible, be sure to transition with incoming (replacement) IARR, if one has been assigned, to ensure for continuity of service to assigned resources and IMT. EACC will help facilitate a replacement IARR.

3. Close-Out Report

Provide a close-out report to the EACC Center Manager documenting issues, recommendations or other information regarding your IARR assignment. An electronic version of the report is generally preferred. The close-out report should be submitted to EACC within 2 weeks or prior to your next assignment.

Items to include in the close-out report include:

- Name, Dates/Location of Assignment
- Daily Unit Logs
- Summary of Activities
- Significant Observations or Details
- Problems or Disciplinary Actions Taken
- Suggestions / Recommendations for Improvement

4. IARR Evaluation

Your performance evaluation (ICS-224) will be provided by the EACC Center Manager and Intelligence Coordinator within two weeks of returning home. The evaluation will be mailed via hardcopy or e-mailed with a copy to your Supervisor or Training Officer.

S. The IARR “Toolbox”

- Adaptive Leadership
Each assignment is always different from the other. Adapt to the challenges, unique situations and apply leadership based on each assignment.

- **Physical Condition**
Expect long hours associated with the assignment as well as long travel distances.
- **Emotional**
Situations can be stressful and require focus. It is important to understand and positively manage the emotions of others in both face-to-face and virtual environments; empathize with others; be sensitive to the needs of others and to the forces that shape the way that others feel and behave. Also remember to take care of your own emotional needs.
- **Cultural Awareness/Mutual Respect**
The IARR will encounter many individuals with diverse backgrounds, levels of experience and political and social values. These various considerations apply to the resources the IARR is serving as well as the host GACC.
- **Effective Communication**
Communicating is the primary role of the IARR. Listening is one of the most important communication skills.
- **Support Networks**
Utilize a support network to assist you in resolving issues and getting things done. Examples include EACC, other IARRs, incident personnel, human resources, Incident Business Management Specialists, local agency personnel, etc.
- **Ability to Multi-Task**
The IARR has many tasks and contacts that need to be made. Good planning and the ability to establish priorities are essential. Utilize the "IARR Network".
- **Develop a Routine, Always be prepared!**
Establish good reporting, documentation and organizational skills. Know what IARR tools you will need to successfully perform your job.
- **Learn From Experience**
The role of an IARR is rewarding. It allows for a sense of self accomplishment. It is an opportunity to observe the skills of crew members and other fire personnel and learn from them. It provides a chance to meet new people with diverse backgrounds and develop new friendships. The IARR is an excellent mentor and a position for continuous learning experiences.

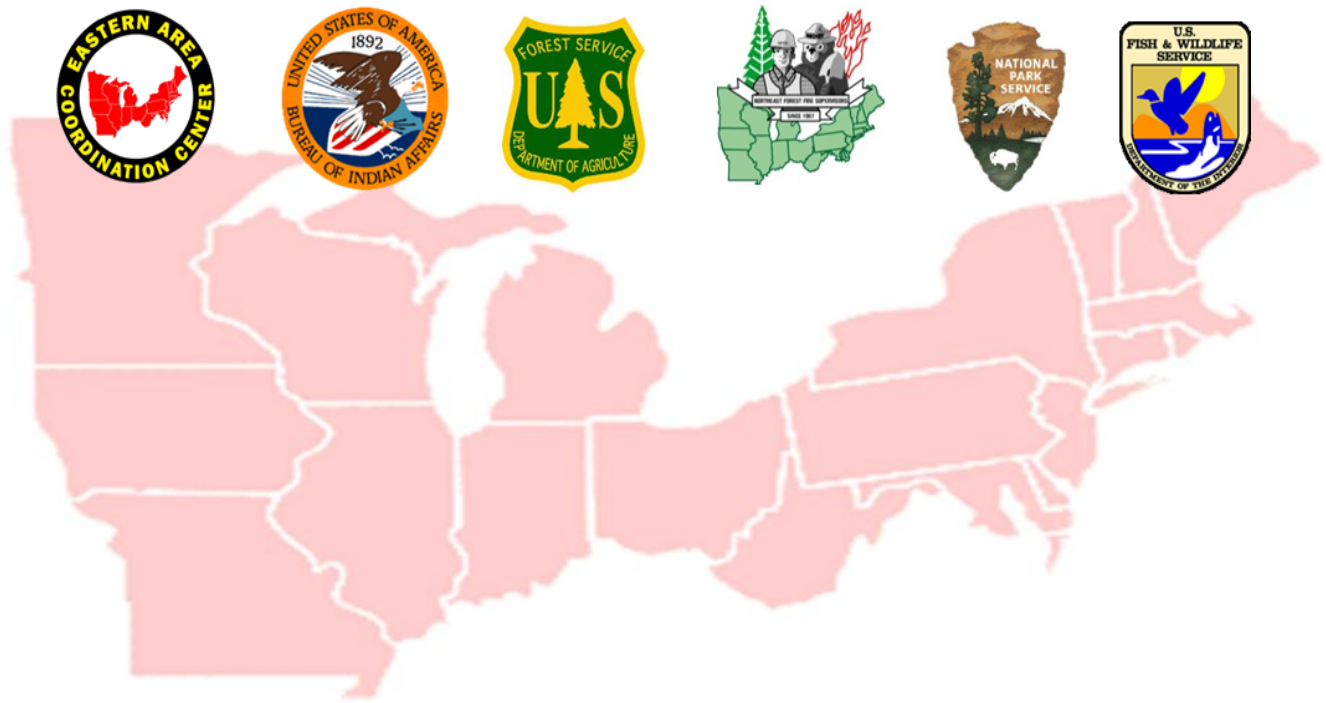
Geographic Area Coordination Centers Phone Directory

Geographic Area	Telephone:	FAX	
Alaska Interagency Coordination Center	(907) 356-5680	(907) 356-5678	blm_ak_accmob_dispatch@blm.gov
Eastern Area Coordination Center	(414) 944-3811	Main:(414) 944-3838	wieacc@firenet.gov
Great Basin Coordination Center	(801) 531-5320 (800) 844-5497	(801) 531-5321	gbc_cod@fs.fed.us
National Interagency Coordination Center	(208) 387-5400	(208) 387-5663 or 5414	cod@blm.gov
Northern Operations Coordination Center	(530) 226-2800	(530) 223-4280	caoncmob@dms.nwcg.gov
Northern Rockies Coordination Center	(406) 329-4880	(406) 329-4891	mtnrc@fs.fed.us

Northwest Area Coordination Center	(503) 808-2720	(503) 808-2750	ornwc1@gmail.com
Rocky Mountain Coordination Center	(303) 445-4300 (800) 494-2073	(888) 850-2925	rmacoordctr@gmail.com
Southern Area Coordination Center	(678) 320-3000 (800) 959-9181	(678) 320-3036	saccdispatch01@gmail.com
Southern California Coordination Center	(951) 276-6721 (800) 995-3473	(951) 782-4900	oscc_expanded@fs.fed.us
Southwest Area Coordination Center	(505) 842-3473 (888) 440-4333	(505) 842-3801	nmswcc@gmail.com
Canadian Interagency Forest Fire Centre	(204)-784-2030	(204)-956-2398	cifffc@cifffc.ca

Websites for IARR Reference Materials

Eastern Area Coordination Center	https://gacc.nifc.gov/eacc/
National Interagency Coordination Center (links to all GACCs)	https://www.nifc.gov/nicc/
InciWeb	http://inciweb.nwcg.gov
Fuels and Fire Behavior Advisories	http://gacc.nifc.gov/predictive_services/fuels_fire_danger/fuels_fire_danger.htm
OWCP's Division of Federal Employees' Compensation: Fillable CA-1, CA-2 Forms (pdf)	http://www.dol.gov/owcp/dfec/regs/compliance/forms.htm
Wildland Firefighter Burn Injury Protocols	https://www.nifc.gov/PUBLICATIONS/redbook/2017/Chapter07.pdf
Incident Business Practices	http://www.fs.fed.us/fire/ibp/incident_payments/incident_payments.html
National IHC Listing/Operations Guide	http://www.fs.fed.us/fire/people/hotshots/
National Hurricane Center	http://www.nhc.noaa.gov/
Fire Danger Pocket Cards	http://fam.nwcg.gov/fam-web/pocketcards/
Large Fire Map of Active Incidents	https://www.nifc.gov/fireInfo/fireInfo_maps.html
DOI AD Pay Plan	https://www.nifc.gov/programs/programs_documents/CPC/pay_plans/2016ADPayPlanPersonnelBulletin16-04.pdf
USFS AD Pay Plan	https://gacc.nifc.gov/eacc/management_admin/incident_business/documents/USFS_AD_Pay_Plan.pdf
Interagency Incident Business Management Handbook (PMS 902)	http://www.nwcg.gov/sites/default/files/publications/pms902.pdf
NWCG Publication Management System	http://www.nwcg.gov/publications
Albuquerque Service Center (internal USFS site)	http://fsweb.asc.fs.fed.us/
Critical Incident Management	https://www.nwcg.gov/term/pms-number/agency-administrator%E2%80%99s-guide-critical-incident-management



Appendix





COVER SHEET

From: _____ From: _____
Cell: _____ Cell: _____

--	--

To: EACC Intel

Date: _____

E-mail: wieacc@firenet.gov
Phone: 414-944-3811
FAX: 414-944-3838



EASTERN AREA IARR DAILY CREW REPORT

(Submit daily to Intel by 1200 your time)

Date:	Time:	IARR Name:	Report taken by:
Contact Numbers: Cell:		Location:	
Incident:		Incident Project Number:	
Incident:		Incident Project Number:	
Location of crews and/or resources:			
City/state:		City/state:	
Morale of crews/resources:			
Significant Weather and Fire Activity Information/ Forecast:			
Injuries: (Fill out a IARR Checklist for Injuries and send to EACC/Intel) Name/Crew#/Injury:			
Medical/Emergency Releases: (Complete and send Emergency Release Form to EACC/Intel)			
Discipline Problems: (Provide documentation ASAP)			
Additional Notes:			
EACC notes of Action taken:			



EASTERN AREA IARR CREW ASSIGNMENT TRACKING SHEET

Crew	Crew Boss	Incident	Assignment

EASTERN AREA IARR CHECKLIST FOR INJURIES



EASTERN AREA IARR CHECKLIST FOR INJURIES

EACC Fax: 414-944-3838/ E-mail: wieacc@firenet.gov

Injured Person's Name: _____

Reporting Date: _____ Time _____

IARR: _____ Contact Phone #: _____

Crew Name and Number: _____

Injured Person's Agency / Unit _____

Incident Name _____ Incident Number: _____

Injury Date: _____ Injury Time: _____

Nature and Cause of Injury: _____

Treatment Facility: _____ Phone Number: _____

Treatment: _____

Current Status (check one):			
<input type="checkbox"/> At Medical Facility		Date:	
<input type="checkbox"/> Return to Regular Duties		Date:	
<input type="checkbox"/> Assigned to light duty for	#days	Date:	
<input type="checkbox"/> To be demobilized		Date:	

Follow-up Notes:	

2/28/2019

SUMMARY OF COMP FOR INJURY PROCESSING

FEDERAL EMPLOYEES (INCLUDING CASUAL EMPLOYEES)

Refer to the [Interagency Incident Management Handbook](#) Chapter 10, Compensation for Injury/Illness, p. 10-74 through 10-105, for responsibilities and specific direction on the roles of the Employee, the Supervisor, and various IMT members in authorizing and documenting medical treatment.

Original documents are given to the employee, or proxy (Crew Boss, IARR), if the employee is unavailable. The host unit does not retain any medical records or authorizations.

[CA-1](#)

A CA-1 is completed to report a traumatic injury. A traumatic injury is defined as an injury or exposure that occurs on, or can be attributed to, one work shift. The CA-1 must be completed and approved in the agency-specific electronic reporting system by the injured employee and the home unit supervisor. Once the CA-1 has been approved in the agency-specific electronic reporting system, the employee signs in block 15, the supervisor in block 38 and any witnesses in block 16. If the employee is unavailable for signature, the supervisor or other responsible party may sign on behalf of the employee. Failure to enter the CA-1 in the agency-specific electronic reporting system will result in the claim remaining unprocessed by DOL-OWCP, which will result in the employee being billed for treatment.

Social Security Numbers are required on the CA-1 to establish a claim with the Department of Labor (DOL). The Privacy Act is addressed in the form instructions. Employees must include their home address and a current phone number in block 7. This address will be used when sending the claim number to the employee and for correspondence from DOL-OWCP.

[CA-2](#)

A CA-2 is completed to report an occupational disease or illness that develops over more than one work shift; **never** issue a CA-16 with a CA-2. The CA-2 must be completed and approved in the agency-specific electronic reporting system by the injured employee and the home unit supervisor. Once the CA-2 has been approved in the agency-specific electronic reporting system, the employee signs in block 18 and the supervisor signs in block 35. If the employee is unavailable for signature, the supervisor or other responsible party may sign on

behalf of the employee. Failure to enter the CA-2 in the agency-specific electronic reporting system will result in the claim remaining unprocessed by DOL-OWCP

Social Security Numbers are required on the CA-2 to establish a claim with DOL-OWCP. The Privacy Act is addressed in the form instructions. Employees must include their home address in block 7 and a current phone number in block 5. This address will be used when sending the claim number to the employee and for correspondence from the DOL-OWCP.

Medical costs are at the individual's expense until DOL-OWCP provides approval to incur medical expenses. It is the responsibility of the employee to provide any medical documentation requested by DOL-OWCP.

CA-16

A CA-16 is authorized for appropriate traumatic injury cases filed on a CA-1, if no more than seven calendar days have passed since the date of injury.

Agency Provided Medical Care (APMC)

Authorization of Agency Provided Medical Care (APMC) is at the discretion of the agency and should be minimal, only to relieve suffering for first aid treatment of illness such as respiratory infections, colds, sore throats and similar conditions associated with exposure to smoke, dust, and weather conditions, etc.

It is appropriate for injury illness cases involving **only one visit to a medical provider which occurs on the day of the injury/illness**. One follow-up visit is permissible if it occurs during non-duty hours and the employee is agreeable to this. APMC can only be used while the employee remains at the site of the incident. Injury/illness cases treated under APMC cannot have lost time charged to sick leave, annual leave, or COP. APMC is not appropriate for care received at medical facilities requiring therapy, stitches, x-rays or other non-first aid treatment.

If the illness is tied specifically to smoke inhalation and can be attributed to one work shift, it is recommended a CA-16 be issued and a CA-1 be completed. Since poison oak/ivy/sumac cases often result in follow-up care after the employee leaves the incident, it is recommended a CA-1 be completed and a CA-16 issued to authorize medical treatment.

Prescriptions

The direction by the US Forest Service, Acquisition Management, regarding prescription payment is as follows: If an employee is treated for a work-related injury and needs to have a prescription filled, a pharmacy should be used which accepts the DOL fee schedule and will bill them directly. These are major chain pharmacies such as Wal-Mart, Walgreen's, Longs, CVS, Rite Aid, etc. If the pharmacy uses the billing contractors Outsource Billing or Third Party Solutions, they will bill directly. If there are no pharmacies in the area willing to bill directly, a government purchase card can be used. The employee should not be billed for these purchases. The first option should be to work with a BUYT or local agency purchaser. An S-number will be required.

US FOREST SERVICE EMPLOYEES (INCLUDING CASUAL EMPLOYEES)

Only ASC-HCM Workers' Compensation personnel or qualified Incident Management Team (IMT) personnel are authorized to issue the CA-16.

When no IMT is in place, contact ASC-HCM Workers' Compensation at **877-372-7248**, Monday – Friday, 0700 – 1700 (MST); except holidays. If a CA-16 needs to be issued after hours, seek medical treatment for the employee and contact ASC-HCM OWCP within 48 hours.

All illness/injury forms must be faxed to ASC-HCM Workers' Compensation. CA-1/CA-2 forms must be completed and approved in eSafety; ASC-HCM Workers' Compensation no longer accepts original handwritten forms.

Include copies of the CA-16 and any other supporting documentation within 48 hours of the employee's report of the injury. In addition to medical forms, Casual Employees must have the OF-288; Single Resource Hire Form or Crew Manifest (if a crew member); and Resource Order attached. **The ASC-HCM Workers' Compensation fax number is 866-339-8583.**

The ASC-HCM Workers' Compensation Section contact information shall be provided to injured employees, in the event that future treatment is needed. The phone number to provide them is 877-372-7248. Employees, or their proxy, are responsible for fulfilling the mandatory requirement to enter the claim in eSafety at the incident; a COMP/CLAIMS Unit Leader may be available to facilitate this process.

DEPARTMENT OF INTERIOR EMPLOYEES AND DOI SPONSORED ADs

DOI employees and ADs sponsored by DOI agencies will be given their paperwork to bring to their home unit. Each DOI agency processes the paperwork through their agency's procedures.

STATE EMPLOYEES

State employees experiencing injury or illness on the incident should complete state specific forms and notify their home unit of workers' compensation claims per agency requirements. In the event state forms are not available, the employee may use a CA-1 or CA-2 to initially record the necessary information. Federal references should be crossed out and the state name written at the top of the form. The state employee is responsible to contact the home unit to obtain the proper reporting forms. The Compensation/Claims Unit Leader (COMP) maintains injury compensation records and transmits documents to the home unit per state agency policy. **Do not issue a CA-16 for medical treatment.**

